

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

June 19, 2013

9:30 – 11:30 am

AGENDA

- | | | |
|-----|---------------------------|-------------------|
| I | Welcome and Introductions | Bertrand Levesque |
| II | Review of the Minutes | Bertrand Levesque |
| III | Agency QI/QA Process | Bertrand Levesque |
| IV | July meeting - Auditors | Bertrand Levesque |

Quality Improvement

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|-----|---|-----------------|
| I | Cultural Competency | Elizabeth Owens |
| II | Office of Medical Director-
Suicide & Risk Scale, Appointment Policy | Elizabeth Owens |
| III | Test Call-Update | Mary Crosby |

Quality Assurance

- | | | |
|------|--|-------------------|
| I | Day Treatment Audit | Bertrand Levesque |
| II | IBHIS Practitioner Enrollment/NPPES | Bertrand Levesque |
| III | LPCC – Providers, Procedure Code | Bertrand Levesque |
| IV | Authorized Registered Nurse | Bertrand Levesque |
| V | Axis III Code | Bertrand Levesque |
| VI | Katie A Settlement- Intensive Care Coord.
And Intensive Home Based Services | Bertrand Levesque |
| VII | Clinical Documentation Policy Change | Bertrand Levesque |
| VIII | Provider Chart Review | Bertrand Levesque |

Other Issues

- | | | |
|-----|------------------------|-------------------|
| I | AB Audit | Gassia Ekizian |
| II | Announcement | Members |
| III | Sign-In Sheet Reminder | Bertrand Levesque |
| IV | Adjournment | Bertrand Levesque |

**Next Meeting: June 19, 2013 @Enki, 3208 Rosemead Blvd,
2nd Floor, El Monte, Ca. 91731**

PLEASE PARK AT THE LOWER LEVEL – PARKING LOT

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
Service Area 3
Quality Improvement Committee Meeting
June 19, 2013

Misty Aronoff	Alma Family	Poonam Natha	Leroy Haynes Center
Judy Law	Alma Family	Barbara Negron	Leroy Haynes Center
Gloria Santos	Almanson MH	Mary CiFuentes	Maryvale
Makan (Max) Emadi	Arcadia MH	Karla Martinez	Maryvale
Fernando Reyes	Bienvenidos	Gabriela Rhodes	McKinley Children's Ctr
Bertrand Levesque	DMH	Erica Rivera	Pacific Clinics
Mary Crosby	DMH	Claudia Williams	Prototypes I-Can
Allen Pouravaner	DMH	Elaine (Carol) Lomas	PUSD
Elizabeth Townsend	DMH	Rebecca deKeyser	San Gab. Children's Ctr
Greg Tchakmakjian	DMH	Viola Bernal	Social Model Recovery
Robin Washington	DMH	Nely Meza-Andrade	SPIRITT
Nancy Uberto	D'Veal	David Zableckis	The Family Center
Chiquita Waters	D'Veal	Stephanie Schneider	The Family Center
Michelle Hernandez	ENKI	Elizabeth Owens	Tri-City MH
Windy Luna-Perez	Etti Lee Homes	Luis Garcia	Tri-City MH
Cammie Jones	Five Acres	Natalie Stewart	Tri-City MH
Gassia Ekizian	Foothill Family	Rocio Bedoy	Tri-City MH
Stella Tam	Heritage Clinic	Rosemary Flores	Trinity
Ari Winata	Hillsides	Joe Bologna	Trinity
Lauren Strine	Homes for Life		

WELCOME

Bertrand Levesque welcomed the group, followed by self introductions.

REVIEW OF THE MINUTES

The minutes were reviewed and accepted with 2 corrections. Joe Bologna from Trinity Youth Services & David Zableckis from the Family Center were present at the meeting on May 15, 2013. The minutes were accepted by Mary CiFuentes, and seconded by Robin Washington.

JULY MEETING

There will be no QI/QA County Wide Meeting in July; therefore there will be no Service Area 3 QIC meeting in July.

QUALITY IMPROVEMENT

Cultural Competency – Topics included strategies for service to non-English speaking consumers. Reviewed various options such as interpretation services, multilingual agency staff, access language line, and At&T language line.

Meet every 2nd Wednesday of the month
 Next Meeting: July 10, 2013, 1:30pm – 3:--30pm
 Location Change: 550 Vermont, 10th floor

Contact: Sandra Chang-Ptasinski
 (213) 251-6851
 schang@dmh.lacounty.gov

Office of Medical Director (OMD) -

Suicide & Risk Scale: The OMD is looking into how to include the Columbia Suicide Severity Rating Scale (C-SSRS) in the IBHIS system for the Initial Assessment. The C-SSRS tool assesses evidence-based ideation and behavior items and includes criteria for next steps. This tool is available on the website: www.cssrs.columbia.edu

Appointment Policy: OMD is in the process of finalizing the policy for timelines surrounding setting the first appointment for clients who are being released from jail or the hospital. The proposed policy will be that the first appointment must be made within 7 calendar (not business) days from the point of referral.

Test Call-Update – Service Area 3 test calls are this week. SA3 has 10 volunteers in place. Test call forms can be downloaded from the website: <http://psbqi.dmh.lacounty.gov/QI.htm>. After hours test calls should be placed after 5:00pm, and before 8:00am. Agencies should return original test call forms to Bertrand Levesque.

QUALITY ASSURANCE

Day Treatment Audit – The State is auditing very intensely and has noted major disallowances. Consumers are not signing in and out (i.e. break and lunch) on Day Treatment sign-in sheets. The State is looking closely at how this process is ran.

IBHIS Practitioner Enrollment – The deadline to complete this is the end of June 2013. Agencies will not be able to bill if this is not completed. If there are any discrepancies, emails will be sent out to respond immediately to correct discrepancies.

LPCC – Effective 6/6/13, for contracted agencies, LPCC's can bill for what they are qualified to claim. These changes will be reflected in the procedure codes manual. Any services claimed prior to June 6, will be disallowed. DMH position remains the same related to hiring LPCCs.

Authorized Registered Nurse – Registered Nurses must be trained on Diagnosis and Assessment before they can provide and claim Assessment Services. Contract Agencies are responsible for providing this training for their nurses to bring them to the standard of an Authorized Registered Nurse. DMH will not provide this training.

Axis 3 Code – Coding on Axis III by an unqualified medical staff must be supported by chart documentation from a qualified medical professional. Staff can list a client reported medical condition on Axis III, but this notation must include a statement: "Client Reports"/"Per Client Report".

Katie A Settlement – Intensive Care Coord. (ICC) & Intensive Home Based Svcs. (IHBS): All clients who qualify for these services will automatically receive (ICC). If it is assessed and determined that more services are needed, then clients can also receive (IHBS). The Procedure Codes Manual will be adjusted for these two services. All eligibility criteria must be met and there must be an authorized plan to bill for these codes. Look for a QA Bulletin on this soon.

Clinical Documentation Policy change – When the IHBIS is implemented, there will be some significant changes for forms and documentation. Some of clinical documentation procedures that

will be affected are: 1) Episodes, 2) Cycle Dates, 3. Coordination Plan Page, 4) Annual Assessments. These changes are to come, please do not implement these now.

Provider Chart Review – There will be an expectation that each agency will submit their QA process to the DMH QA department. DMH QA will be a part of agencies' QA process to make sure that practices are functioning properly. Directly Operated Clinics are doing this already, and this is now being implemented among contracted agencies.

OTHER ISSUES

AB Audit – Many claims audited from 2002 -2006. These claims were submitted to the State but denied under AB3632. DMH has been going through each claim to decide which are valid, and these need also need to be verified by agencies. A new report must be submitted with the claims that were verified and a declaration must be signed.

Announcements – The Auditor controller will present at the next meeting.

Adjournment – Meeting was adjourned at 11:30am

Minutes recorded by: Natalie Majors-Stewart
Quality Improvement Committee

Minutes approved by: Bertrand Levesque, Gassia Ekizian, Elizabeth Owens
Quality Improvement Committee

Next Meeting:

The next meeting will be August 21, 2013 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731. Telephone: (626) 227-7014.